

NORTH CAROLINA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from North Carolina Consumers = 8,402



Fraud Complaints from North Carolina Consumers = 5,019

Top Fraud Complaint Categories for North Carolina Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,108	22%
2	Advance-Fee Loans and Credit Protection/Repair	760	15%
3	Internet Services and Computer Complaints	588	12%
4	Shop-at-Home/Catalog Sales	409	8%
5	Prizes/Sweepstakes and Lotteries	386	8%

¹Percentages are based on the total number of fraud complaints from North Carolina consumers (5,019).

Amount Paid Reported by North Carolina Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
5,019	\$7,066,033	4,194	84%	\$1,685

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by North Carolina consumers (4,194). One consumer reported an amount paid of over \$2 million.

Top North Carolina Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Charlotte	415
Raleigh	356
Greensboro	214
Durham	175
Fayetteville	149



Identity Theft Complaints from North Carolina Victims = 3,383

Identity Theft Types Reported by North Carolina Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	1,475	44%
2	Phone or Utilities Fraud	795	23%
3	Bank Fraud	568	17%
4	Government Documents or Benefits Fraud	289	9%
5	Loan Fraud	243	7%
6	Employment-Related Fraud	202	6%
	Other	527	16%
	Attempted Identity Theft	258	8%

¹Percentages are based on the 3,383 victims reporting from North Carolina. Percentages add to more than 100 because approximately 23% of victims from North Carolina reported experiencing more than one type of identity theft.

Top North Carolina Identity Theft Victim Locations

Victim City	No. of Victims
Charlotte	483
Raleigh	271
Durham	165
Greensboro	126
Fayetteville	107